

RESUME



Microsoft Windows Server 2003



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Career Objectives

- ✓ I would like to obtain a challenging position in IT where my technical and interpersonal skills can be utilized to benefit your Organization.
- ✓ To apply my technical Knowledge and project management skills to help lead a competitive growing company to a new level of success and guide them towards a new age of advanced technology.

Work Experience Summary



1. MEDIA ROTANA

Current Designation: IT Coordinator From: April 2015 to till date

Previous Designation: Communication & Network Administrator

Duration : October 2012 to March 2015

Roles & Responsibilities

- Administer and maintain all network related devices LAN/WLAN to provide high availability and better performance.
- Administer and manage the company's telephone system and other communication devices to provide high availability and performance.
- Administer and maintain WAN and internet connections to ensure a high connection availability for business continuity.
- Maintain documentations and inventory of all network and communications equipments to provide a professional service as per the standards.
- Maintain all users' access request and rights on the network and provide them with adequate support to enforce rules as per the standards.
- Serve as a primary Contact for network and communication related requested by internal and external Guests to control and maintain records.
- Maintain the network management and security software including the addition of new users and manage rights and privileges to deploy policies as per standards.
- Analyze data and forecasts any needed improvements, budget and implement any changes to effectively manage risks and operation.
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment.
- Comply with the hotel environmental, health and safety policies and procedures.

2. ***RADISSON BLU HOTEL CHENNAI CITY CENTRE***

Designation: IT Assistant

Duration : November/2011 to October/2012

Roles & Responsibilities

- Knowledge in Pre- Opening Session.
- Handling **WINDOWS 7** around **80 Computers & 20 HP LaserJet Printers**.
- Managing and Maintaining the **Microsoft Windows Server 2008**.
- Managing and Maintaining the Active Directory Structure.
- Maintaining the Active Directory user accounts, User permissions & Group policy management.
- Managing and Maintaining the Windows Software Update Services for all clients.
- Managing and Maintaining the Symantec Antivirus & update the Latest definition patches to the client.
- Maintaining and Troubleshooting LAN & Wi-Fi issues.
- Managing the Server backup with Symantec Backup Exec 2010 R3.
- Maintaining the Security CCTV cameras, Telecommunication lines & Mytel PABX
- Configuring, Troubleshooting and Supporting to the users to use Windows Live & MS Outlook.
- To ensure that all procedures and working practices adhere those defined in International Operations Manual. (E.g. Carlson Hotels.)
- Handling the Hotel Management Software's Like Micros 9700 for Restaurant, Opera 5.0.013.03 for Front Office & Win - HMS for Back office Management.



3. ***The Park POD (Group of The PARK)***

Designation: Systems Assistant

Duration : March/2010 to November/2011

Roles & Responsibilities

- Responsible for providing the Desktop System administration and support to the network.
- Interact with the guests to resolve the queries, issues and problems.
- Handling the POS Systems in Restaurant.
- Installation of Operating System, Software's and other peripheral installation.
- Maintaining the LAN & WI-FI Connections.
- Configuring, troubleshooting and supporting users in using **Outlook express & Ms Outlook** for their mail connectivity.
- Maintaining the Active directory Service.
- Maintaining the Security CCTV cameras, Telecommunication lines & EPABX.
- Taking daily backup from HMS data's & Tally Data's for monthly once.
- Reporting to Director of Operations.

4. **REDINGTON (INDIA) LIMITED (Genius Consultants Ltd.)**



Designation: Customer Support Engineer

Duration : July/2008 – Feb/2010

Roles and Responsibilities

- Worked as a Residential Engineer at **Southern Petrochemical Industries Corporation Limited, Guindy, Chennai.**
- Handling **WINDOWS XP, WINDOWS 2000, WINDOWS 2003 SERVER** around **300 Computers & 110 Printers**
- Responsible for providing help, support and assistance in Installation of the system, setup and maintenance of the user account, data recovery, etc.
- Taking care of Active Directory Service.
- Supporting First level of Network activities.
- File Server User Permission maintenance.
- Managing server backup maintenance.
- Configuring, troubleshooting and supporting users in using **Outlook express & Ms Outlook** for their mail connectivity.
- Updating security patches to all the systems.
- Knowledge in Call Logging with Call centers & monitoring the calls status.

5. **BEE NET COMPUTERS, CHENNAI - 102**

Designation: Service Engineer

Duration : May/2006 – June/2008.

Roles and Responsibilities:

- Worked as Field engineer
- LAN and WAN troubleshooting and maintenance
- Responsible for analyzing all calls and ensuring that the calls get closed and customer satisfied

6. **HELIX AUTOMATION, Pvt. Ltd. Kilpauk, CHENNAI -10**

Designation: Service Engineer

Duration : April/2005 to March/2006

Roles and Responsibilities:

- Troubleshooting of computers, giving support for customer and maintenance of computers at customer ends.
- Assembling of computers, Software loading and installation at our customer premises.
- Planning, cabling, configuring and structuring of networks with all its capabilities.
- Networking and Hardware Maintenance Involved in Installation.

Education Summary

1. B.A., (Public Administration) completed final year in (2010-2013) Alagappa University, scored in second class.
2. H.S.C Studied at THE HINDU THEOLOGICAL HR.SEC.SCHOOL, SOWCARPET, and CHENNAI-600079. Percentage of marks obtained 60% (Maths, Physics, Chemistry, Computer Science). Year of Passing March'2003.

Professional Certifications & Training

- ❖ Microsoft Certified System Administrator ' 2003 (**Certification ID : - 6983953**)
- ❖ Cisco Certified Network Associate (Course Completed)
- ❖ ITIL V4 Foundation certified (**Certificate No: GR671135132SK**)
- ❖ Typewriting lower in English.
- ❖ Sound Knowledge in Microsoft Office Application

Technical Skills Set

- ❖ **VMWARE** : Configured and Maintaining the VMware Servers.
- ❖ **Server/Client System**: Windows Server 2003, 2008 & 2012 Windows 7, Windows 8, File Server, WSUS Server.
- ❖ **Networking**: LAN, RDP, RPC, TCP/IP, Wireless 802.11, DNS, WINS, DHCP.
- ❖ **Messaging System**: MS Exchange 2003/2007/2010 and Mail Client (Outlook2003/2007, 2010 & 2013)
- ❖ **IT Management & System Security**: Ticketing tool (i.e. Manage Engine Service Desk Plus), Bit defender, McAfee EPolicy Orchestrator, Avaya Site Administration, Web Sense, Proxy server.
- ❖ **Hotel Applications**: Opera Fidelio v5/ Micros 9700/ SUN System/ Sky Software FBM / JANA & QEMS/ Tiger Call Accounting/ Messerschmitt Key Control System/ Outlet Reservation Systems – Respak/ Reserveout/ Samsotech Vicas / RedBerry Passport Scanning.

Highlights of Expertise

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|------------------------------|---|
| ✓ Project Management | ✓ End-user Support |
| ✓ Troubleshooting/Root Cause | ✓ Windows Administration |
| ✓ Vendor Evaluation | ✓ Server, Network & Backup Administration |
| ✓ Resource Management | ✓ VMware 6.0 |
| ✓ Innovative IT Initiatives | ✓ Client Relationship |

Declaration

I hereby do solemnly affirm that the details furnished above are true up to the best of my knowledge.

T. Santhana Kumar